Tiffany Randle

Mid-Level Insurance Claims Professional

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WEBSITE

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Skills

- Data Science and Machine Learning
- Database Administration
- Microsoft Office
- C++ (Programming Language)
- Java (Programming Language)
- JavaScript (Programming Language)
- Linux
- Claim Processing
- Xactimate (Claims Estimating Software)
- Customer Service
- Sales
- Salesforce.Com
- Google Drive
- Google Docs
- Team Leadership
- Adobe Creative Suite

Work Experience

Injury Claims Specialist
Oct 2018 - Present

State Farm — Remote, IL

- Handling Non-standard/Standard auto bodily injury claims to include: BI, UM, UIM and Medpay.
- Solid understanding of medical terminology and treatment plans.
- Ability to complete accurate and thorough investigations into coverage, liability and property damages.
- Work remotely with minimal oversight.
- Can read and interpret policy contract accurately.
- Assist peers to resolve customer concerns and complaints and technical processes to evaluate vehicle damages caused by auto accidents.
- Deal with ambiguity in a fast paced environment.
- Vast knowledge of all states specific processes as well as general legal concepts.
- Chosen as 1 of 12 people to be a part of newly developed segmentation/litigation team for the Injury Claims department based on my ability to manage task lists & quickly incorporate & implement new procedures to maximize efficiency & productivity.

Content Claims Associate
Jun 2016 - Oct 2018

State Farm — Atlanta, GA

- Inspect property damage, such as wind, fire, theft or flood damage to commercial or residential personal property
- Assess how much should be paid based on the policy terms of coverage.
- Developed leadership competencies and given the title of Peer Mentor by actively participating in development of newer associates and making sure that they were acquainted with processes.
- Put in charge of meetings regarding improvements for service level objectives.
- Peer Mentor

Initial Loss Reporting Associate
Jul 2015 - Jun 2016

State Farm — Atlanta, GA

- Receive claims and ensure prompt routing to other claim handling teams.
- Work in a collaborative team environment to handle a large volume of claims and telephone calls

Education

B.S.
Fashion Merchandising
Southern Illinois University
Carbondale

High School Diploma
General Studies
Plainfield South High School

Certifications

P&C Claims Adjuster License (for all states)
NIPR
2015

Six Sigma White Belt
Six Sigma
2017

Fundamentals of Red Hat Enterprise Linux
Coursera
2021

Technical Support Fundamentals
Google - Coursera
2021

IBM Data Science Professional Certificate
IBM - Coursera
2021

- Became a point of contact for assistance within the department because of my ability to deliver a remarkable customer experience throughout the reporting of claims
- Handled both personal and commercial claims from all states in US
- Communicate with internal and external customers via phone and other communication channels

Merchandising Associate   Mar 2015 - Aug 2015
Marshalls/The TJX Companies, Inc.   McDonough, GA

- Responsible for the timely flow of merchandise from the receiving area to the sales floor
- Ensure the sales floor is continuously well-stocked with new receipts and merchandised according to company standards

Cashier   Jan 2015 - Jul 2015
McDonalds   Locust Grove, GA

- Register sales on a cash register by itemizing and totaling customers' purchases.
- Resolve customer issues and answers questions.
- Bag purchases if needed.
- Collect payments by accepting cash or charge payments from customers and makes change for cash customers